



## **SCHEDULE OF SERVICES STANDARDS 2019/20**

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**Vision:** A developmental people driven organization that serves its people

**Mission:** To provide essential and sustainable services in an efficient and effective manner

## 1. Contact Details

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### a. Postal Address

Private Bag X 44  
Mogwadi  
0715

### b. Physical Address

#### **Mogwadi main office**

No 303 Church Street  
Mogwadi  
0715  
015 501 0243/4  
Fax: 015 501 0419

#### **Morebeng Branch office**

25 Cnr. Roets & Vivirers Street  
MOREBENG 0810  
Tel: 015 501 2371  
Fax: 015 397 4334

### c. Website and Email addresses

Website address: [www.molemole.gov.za](http://www.molemole.gov.za)  
E-mail address : [info@molemole.gov.za](mailto:info@molemole.gov.za)

## 2. Vision, Values and Mission

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### a. Vision

**“A developmental people driven organization that serves its community”**

### b. Mission

**“To provide essential and sustainable services in an efficient and effective manner”**

### c. Values

- Integrity
- Transparency
- Excellence

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- Equity
- Trust
- Honesty
- Respect
- Fairness
- Partnership
- Accountability

### 3. Municipal wide objectives

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1. Municipal Transformation & Institutional Development:

*To ensure that institutional structures and plans are properly resourced to respond to transformational objectives.*

2. Basic Services and infrastructure development:

*To improve provision and development of reliable & affordable municipal services.*

3. Local Economic Development:

*To unlock economic potential by creating a suitable environment for investment to facilitate economic growth.*

4. Financial Viability:

*To ensure sound financial management and self-sustainable organization.*

5. Good Governance and Public Participation:

*To ensure that institutional arrangements are transparent, efficient and effective to ensure that good governance & public participation is sustained and enhances transparency and accountability.*

6. Spatial Rationale:

*To promote orderly development by implementing integrated development planning and spatial rationale principles.*

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## 4. Council of the Municipality

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The Municipality has the Mayor who is the Chairperson of Executive Committee (EXCO), which is the executive wing of the Municipality and the Speaker who is the Chairperson of Council, the highest decision-making body of the Municipality. The EXCO comprises of five members: the Mayor; and Chairpersons of the following Portfolio Committees that look at the daily activities of the Municipality and report directly to the EXCO:

- a. Corporate Services
- b. Community Services
- c. Economic Development & Planning
- d. Finance Services
- e. Infrastructure Development

The following office bearers are designated as fulltime Councillors:

- a. The Mayor
- b. The Speaker
- c. The Chief Whip

## 5. MUNICIPAL ADMINISTRATION

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**Administration** consists of the following departments and functions:

Department	Main functions of the department
<b>Municipal Manager</b>	Overall monitoring of all activities of the municipality. Ensure resources of the municipality are utilized in a way that provides good value for the community. Advice council on matters relating to the functioning of the municipality
<b>Budget &amp; Treasury</b>	Revenue, Expenditure, Budgeting and reporting, Asset Management
<b>Corporate Services</b>	Administration, Human Resource Management, Council Support
<b>Technical Services</b>	Road maintenance, Water and Sanitation, Provision of electricity
<b>Community Services</b>	Traffic and Law enforcement, Environmental Management, Refuse removal

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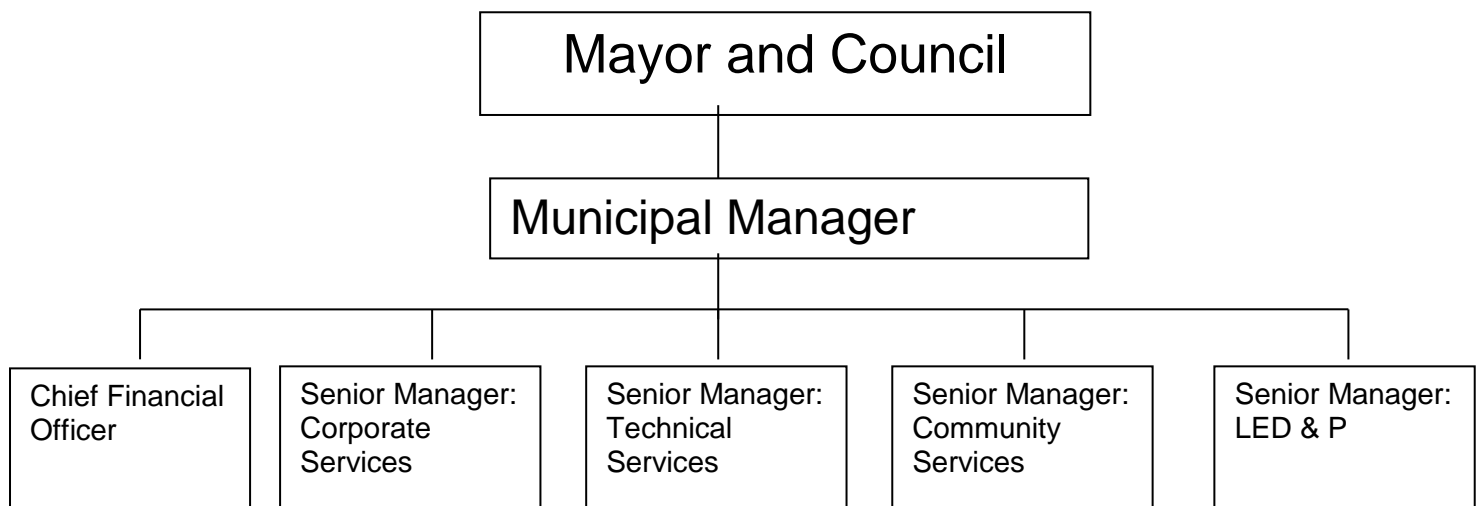
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Department	Main functions of the department
<b>Local Economic Development &amp; Planning</b>	Town Planning and building inspection, Spatial development and Land Use Management, Community Entrepreneurship programmes

## 6. Organizational Structure of MOLEMOLE LOCAL MUNICIPALITY

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The organizational structure of the Municipality described herein below reflects the various functions performed by Molemole Local Municipality:



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## 7. INTRODUCTION TO SERVICE STANDARDS

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### 7.1 Background

Molemole subscribes to Batho Pele (People First) principles as outlined in the **WHITE PAPER ON TRANSFORMING PUBLIC SERVICE DELIVERY**.

**a. It is for this reason that the Municipality aims to take appropriate steps to:**

- ✚ Assess what our citizens expect of their services;
- ✚ Define the standards of service to be provided;
- ✚ Achieve and consistently maintain those standards; and
- ✚ Develop a service delivery plan that will ensure the service standards are met

**b. A typical resident of Molemole is characterized by:**





- ✚ the right to expect an agreed minimum standard of service;
- ✚ a desire for consistent satisfaction with services delivered;
- ✚ a range of perceptions on municipal service issues, both informed and uninformed, formal or informal;
- ✚ the responsibility to make reasonable payment for services; and
- ✚ a need for information on which to base informed choices on services, for instance on:
  - Public health implications;
  - Environmental impacts;
  - Service standard/cost trade-offs;
  - Alternative service delivery approaches

**c. Molemole Municipality's position is characterized by:**

- ✚ An obligation and commitment to maintain a minimum standard of service;
- ✚ The need to be responsive and accountable to residents;
- ✚ The commitment to provide services in a fair, open and transparent manner;
- ✚ The commitment to respond to resident's enquiries, either telephonically; through letters or personally as promptly as is possible to do so;
- ✚ The responsibility to engage residents and all municipal stakeholders to determine programmes and their key performance indicators;
- ✚ An obligation to report on the performance of the municipality in implementing service delivery programmes;
- ✚ Committing municipal resources in a way that give value to the residents;

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-  The right to exercise its statutory powers in delivering services;
-  An obligation to keep abreast of best practices through human resource training and development programmes as well as employing the best financial management, leadership and ICT systems;
-  An obligation to explain reasons for non-delivery or late delivery of municipal service(s); and
-  Consistently finding ways to improve the quality of service provided to our communities.

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#### d. Schedule of Service Standards

Standard	Service Level
<b>Solid Waste Removal</b>	
Premise based removal (Residential Frequency)	Once a week
Premise based removal (Business Frequency)	Twice a week
Bulk Removal (Frequency)	Twice a week
Removal Bags provided(Yes/No)	No
Garden refuse removal Included (Yes/No)	No
Street Cleaning Frequency in CBD	Daily
Street Cleaning Frequency in areas excluding CBD	Daily
How soon are public areas cleaned after events (24hours/48hours/longer)	24 Hours
Clearing of illegal dumping (24hours/48hours/longer)	48 Hours
Recycling or environmentally friendly practices(Yes/No)	Yes
Licensed landfill site(Yes/No)	Yes
<b>Water Service</b>	
Water Quality rating (Blue/Green/Brown/NO drop)	Blue
Is free water available to all? (All/only to the indigent consumers)	Only to the Indigent consumers
Frequency of meter reading? (per month, per year)	Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	3 months
<b><i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i></b>	
One service connection affected (number of hours)	3 hours
Up to 5 service connection affected (number of hours)	6 hours
Up to 20 service connection affected (number of hours)	12 Hours

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Standard	Service Level
Feeder pipe larger than 800mm (number of hours)	12 Hours
What is the average minimum water flow in your municipality?	N/A
Do you practice any environmental or scarce resource protection activities as part of your Operations? (Yes/No)	No
How long does it take to replace faulty water meters? (days)	1 Day
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No
<b>Electricity Service</b>	
What is your electricity availability percentage on average per month?	100%
Do your municipality have a ripple control in place that is operational? (Yes/No)	No
How much do you estimate is the cost saving in utilizing the ripple control system?	N/A
What is the frequency of meters being read? (per month, per year)	Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	N/A
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	N/A
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Immediately
Are accounts normally calculated on actual readings? (Yes/no)	N/A
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty meters? (days)	1 day
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
How effective is the action plan in curbing line losses? (Good/Bad)	1 day

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<b>Standard</b>	<b>Service Level</b>
How soon does the municipality provide a quotation to a customer upon a written request? (days)	Yes
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	Good
How long the municipality does takes to provide electricity service for low voltage users where network extension is not required? (working days)	3 days
How long the municipality does takes to provide electricity service for high voltage users where network extension is not required? (working days)	3 working days
<b>Sewerage Service</b>	
Are your purification system effective enough to put water back in to the system after purification?	No
To what extend do you subsidize your indigent consumers?	100%
<b><i>How long does it take to restore sewerage breakages on average</i></b>	
Severe overflow? (hours)	24 hours
Sewer blocked pipes: Large pipes? (Hours)	12 hours
Sewer blocked pipes: Small pipes? (Hours)	06 hours
Spillage clean-up? (hours)	3 hours
Replacement of manhole covers? (Hours)	2 hours
<b>Road Infrastructure Services</b>	
Time taken to repair a single pothole on a major road? (Hours)	08 hours
Time taken to repair a single pothole on a minor road? (Hours)	08 hours
Time taken to repair a road following an open trench service crossing? (Hours)	08 hours
Time taken to repair walkways? (Hours)	
<b>Property valuations</b>	Z

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<b>Standard</b>	<b>Service Level</b>
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	One month
Do you have any special rating properties? (Yes/No)	No
<b>Financial Management</b>	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
Are the financial statement outsources? (Yes/No)	Yes
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes
How long does it take for a Tax/Invoice to be paid from the date it has been received?	30 days
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Yes
<b>Administration</b>	
Reaction time on enquiries and requests?	1 hour
Time to respond to a verbal customer enquiry or request? (working days)	1 day
Time to respond to a written customer enquiry or request? (working days)	3 days
Time to resolve a customer enquiry or request? (working days)	1 to 3 days
What percentage of calls are not answered? (5%,10% or more)	0%
How long does it take to respond to voice mails? (hours)	1 hour
Does the municipality have control over locked enquiries? (Yes/No)	yes
Is there a reduction in the number of complaints or not? (Yes/No)	yes
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	only when there is a need
<b>Community safety and licensing services</b>	

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<b>Standard</b>	<b>Service Level</b>
How long does it take to register a vehicle? (minutes)	5 minutes
How long does it take to renew a vehicle license? (minutes)	10 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	3 weeks
How long does it take to de-register a vehicle? (minutes)	5 minutes
How long does it take to renew a driver's license? (minutes)	10 minutes
What is the average reaction time of the fire service to an incident? (minutes)	N/A
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A
<b>Economic development</b>	
How many economic development projects does the municipality drive?	6 projects
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	2 programmes: Mogwadi Shopping complex and promotion of Agribusiness
What percentage of the projects have created sustainable job security?	67%
Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)	Yes
<b>Other Service delivery and communication</b>	
Is information package handed to the new customer? (Yes/No)	Yes
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes

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## 8. Policy Evaluation and Review

- a. The service standards shall be reviewed once every year by Corporate Services Department, through Administration section.
- b. All municipal staff is encouraged to report any difficulties they experience during implementation to the Manager: Administration.

Version	Date Approved	Details	Resolution No
01	28 APRIL 2016	First approval	SC5.1.1/30/06/2016
02	30 MAY 2017	1 <sup>st</sup> Amendment	OC/6.15/3005//2017
03	28 MAY 2018	2 <sup>nd</sup> Amendment	??
04	??	3 <sup>rd</sup> Amendment	??

## 9. Approval of the policy

- a) Date of Approval by Council ??

- b) Signed on Behalf of the Council Hon. Mayor: Cllr M.E Paya